

Village of Shorewood Police Department  
903 W. Jefferson St.  
Shorewood, IL 60404  
Phone (815)725-4636 · Fax (815)730-8880



EMAIL ADDRESS IF SENT TO REQUESTOR: [REDACTED]

Clerk Initial	Response Due
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## **Ariagno\_Angie**

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**From:** Shreyas Gandlur [REDACTED]  
**Sent:** Sunday, October 20, 2019 4:00 AM  
**To:** Dulny\_Toni; Ariagno\_Angie  
**Subject:** FOIA request

**Follow Up Flag:** Flag for follow up  
**Flag Status:** Flagged

Dear FOIA Officers:

Please note that this request is being made to both Village Hall and the Police Department.

On September 20, 2019, the Shorewood Police's contract with Ring went live according to a map maintained with Ring: <https://www.google.com/maps/d/u/0/viewer?mid=1eYVDPH5itXq5acDT9b0BVeQwmESBa4cB&ll=41.52003049999997%2C-88.20172930000001&z=18>

Therefore, pursuant to the Illinois Freedom of Information Act, 5 ILCS 140, I request copies of the following records:

- All records (including but not limited to emails [internal communications, external communications, communications between Village Hall/Board and Police Department], memoranda, contracts, agreements, legal opinions, internal assessments, minutes/notes taken during meetings related to Ring devices or Ring agreements, video/audio recordings) related to any Village or Police contracts/MOUs with Ring
- All emails (including any and all attachments) sent to/received from email addresses associated with the [ring.com](https://www.ring.com) domain (except [no-reply@ring.com](mailto:no-reply@ring.com)) between January 1, 2018 and present
- Any and all other communications (including text messages, faxes, letters) with representatives of Ring between January 1, 2018 and present
- Any and all records (including, but not limited to, emails, memos, guidances, or guidelines) containing any policies or procedures (including, but not limited to, procedures for obtaining video and policies regarding posting on the Neighbors app) regarding either the Neighbors app or Ring devices
- Any and all records (including but not limited to emails, search warrants, or police reports) detailing requests to view Ring footage, either within or outside the Neighbors app

The requested documents will be made available to the general public, and is not being made for commercial purposes.

In the event that there are fees, I would be grateful if you would inform me of the total charges in advance of fulfilling my request. I would prefer the request filled electronically, by e-mail attachment if available or CD-ROM if not.



Thank you in advance for your anticipated cooperation in this matter.  
I look forward to receiving your response to this request within 5  
business days, as the statute requires.

Sincerely,  
Shreyas Gandlur



## **Barten\_Jason**

---

**From:** Barten\_Jason  
**Sent:** Friday, August 23, 2019 10:49 AM  
**To:** Abraham Ho  
**Subject:** RE: Shorewood Police Department (IL)  
**Attachments:** 2110\_001.pdf

Attached is the signed MOU from our agency. Please advise how we should proceed once processed.

Regards,

Jason T. Barten  
Deputy Chief  
Investigations / Administration  
**Shorewood Police Department**  
**903 West Jefferson Street**  
**Shorewood, Illinois 60404**  
Phone: (815) 725-1460 Ext. 730  
Fax: (815) 553-2330

**From:** Abraham Ho [mailto:[abraham.ho@ring.com](mailto:abraham.ho@ring.com)]  
**Sent:** Thursday, August 15, 2019 2:31 PM  
**To:** Barten\_Jason <[jbarten@vil.shorewood.il.us](mailto:jbarten@vil.shorewood.il.us)>  
**Subject:** Re: Shorewood Police Department (IL)

Thank You Deputy Chief Barten!

On Thu, Aug 15, 2019 at 10:48 AM Barten\_Jason <[jbarten@vil.shorewood.il.us](mailto:jbarten@vil.shorewood.il.us)> wrote:

**Good Afternoon,**

**Sergeant Forster forwarded me your information request and I have responded below. We have yet to receive the postcard with the 4 digit code attached, but will return the MOU with the signatures and code soon after its arrival.**

**Regards,**

Jason T. Barten



Deputy Chief

Investigations / Administration

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Phone: (815) 725-1460 Ext. 730

Fax: (815) 553-2330

**From:** Abraham Ho [<mailto:abraham.ho@ring.com>]

**Sent:** Tuesday, August 13, 2019 8:43 AM

**To:** Forster\_Nicholas <[NForster@vil.shorewood.il.us](mailto:NForster@vil.shorewood.il.us)>

**Subject:** Ring MOU - Shorewood Police Department, IL

Sergeant Forster

Thank you for arranging our meeting today to learn about Ring's approach to reducing crime in communities.

### **Program Summary**

Our platform combines the deterrent value of a visible security system (devices) with the power of an actively engaged community ([via a free app](#)) to reduce criminal activity and to help solve open investigations.

Neighbors Portal is Law Enforcement's access to our platform. Portal highlights include:

1. **No Cost** - Neighbors Portal by Ring is a free service offered to Law Enforcement.
2. **Community Engagement** - Law Enforcement's ability to join the conversation on the [Neighbors](#) app (in response to videos or comments posted by the Neighbors community).
3. **Alerts** - Ability to post alerts based on proximity to the recipient, in the [Neighbors](#) app.



4. **Video Request** - Ability to request videos from Ring device owners who may have captured footage, that may be of help to you for new or active investigations.

As the attached MOU is reviewed, please feel free to contact me at any time. My direct number is 310-907-9479. As part of our security protocol, I have mailed a postcard to you with a code. Once you receive it, please enter the code at the end of the MOU document, along with the signature, prior to sharing it with me via email (hard copy is not required).

In the case where the MOU may need to go before City Council, we want to be sure to provide the proper support in advance. Please let me know if this is the case and I will loop in our PR/Media team for support.

Could you please help me identify the personnel in the highlighted roles (full names and emails please)? Once we receive the signed copy of the MOU and the information below, we will be ready to move forward in the process.

- Partnership Coordinator - Sergeant Nicholas Roy Forster ([NForster@vil.shorewood.il.us](mailto:NForster@vil.shorewood.il.us))
- Public Information Officer / Social Media Liaison – Deputy Chief Jason Barten  
[jbarten@vil.shorewood.il.us](mailto:jbarten@vil.shorewood.il.us)
- Investigative (CID/Crime/Property Crime) - Deputy Chief Jason Barten  
[jbarten@vil.shorewood.il.us](mailto:jbarten@vil.shorewood.il.us)
- Community Outreach Officer - Deputy Chief Jason Barten [jbarten@vil.shorewood.il.us](mailto:jbarten@vil.shorewood.il.us)
- Social Media Coordinator - Deputy Chief Jason Barten [jbarten@vil.shorewood.il.us](mailto:jbarten@vil.shorewood.il.us)

Thank you again for meeting with me. I look forward to working with you.

--

Schedule time with me **HERE**

Abraham Ho



Community Partnerships  
(310) 907-9479  
[abraham.ho@ring.com](mailto:abraham.ho@ring.com)

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Santa Monica, CA 90404  
[www.ring.com](http://www.ring.com)



Download the Neighbors App.  
Join the new neighborhood watch.

--  
  
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Jason T. Barten

Deputy Chief

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Visit us at booth 4826 at IACP October 27-29

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ring

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## **Neighbors by Ring**

### Memorandum of Understanding

This agreement is entered into this 23rd day of August, 2019 by and between Ring LLC ("Ring") and Shorewood Police Department ("Agency"), (collectively the "parties") and will provide Agency access to the Neighbors Portal to communicate with users of the Neighbors app ("Ring Neighbors") and encourage community engagement as we work together to make Shorewood ("Village") neighborhoods safer.

- Neighbors by Ring app ("Neighbors App") is a digital neighborhood watch that both law enforcement and the public may access free of charge by downloading the Neighbors App (iOS and Android).
- The Neighbors App allows users to share and comment on real time crime and safety events in their neighborhood.
- As part of the program, Agency may:
  - Utilize the critical crime and safety events that are posted in the Neighbors App by Ring Neighbors to assist in law enforcement operations and investigations; and
  - Post information relating to critical incidents and other incidents in the app to keep Ring Neighbors informed regarding issues in their neighborhoods.

With an understanding that a robust, active and engaged user community is essential to the immediate, sustained and ongoing success of the program, the parties agree to the following responsibilities:

#### **Ring**

- Make the Neighbors App available to Village residents free of charge.
- Make the Neighbors Portal available to Agency free of charge, including ongoing support and training for Agency employees.

#### **Agency**

- Maintain appropriate access controls for Agency personnel to use the Neighbors Portal.

#### **Press Release**

The parties shall agree to a joint press release to be mutually approved by the parties. Neither party may use the other party's name, logo, or likeness in any advertising or press release without prior written approval of the other party. Notwithstanding the foregoing, Ring shall be permitted to provide in-app alerts to Ring Neighbors announcing Agency's participation in the Neighbors App.

#### **Term**

Agency's participation in the program shall commence upon Agency's acceptance of these program terms. Either party may terminate Agency's participation in the program at any time by providing 30 days' written notice to the other party; provided that in the case of material breach of this Agreement by the Agency, Ring shall only be required to provide three days' written notice to Agency.

#### **Privacy and Terms of Use**

Ring will not provide any customer personal information, including video footage, to Agency without the prior



consent of the owner or properly issued legal process that complies with federal and state law, as applicable. Agency agrees to use the Neighbors Portal only as expressly authorized by Ring and only in connection with bona fide Agency work. Ring's terms of service and privacy notice, as posted on Ring.com, shall apply to all uses of the Neighbors App and, as applicable, the Neighbors Portal.

**Compensation**

At no point shall either party receive compensation from each other as a result of this program.

**Confidentiality**

Unless otherwise required by law, the Parties shall not disclose the terms of this program or any information that is designated as confidential or that, given the nature of the information or the circumstances surrounding its disclosure, reasonably should be considered as confidential.

RING LLC

Date: \_\_\_\_\_

By: \_\_\_\_\_

Name: \_\_\_\_\_

Title: \_\_\_\_\_

Agency

Date: 08/24/19

By: [REDACTED]

Name: AARON G. KLIMA

Title: SHOREWOOD POLICE DEPARTMENT - Chief of Police

**Verification Code\***

\*A four digit verification code was mailed to the primary point of contact at this agency to the address listed in public records. Please provide that code prior to submitting the MOU for processing.



**Barten\_Jason**

---

**From:** Abraham Ho <abraham.ho@ring.com>  
**Sent:** Friday, August 23, 2019 11:59 AM  
**To:** Barten\_Jason  
**Subject:** Re: Shorewood Police Department (IL)

Deputy Chief Barten,

Thank you for sending this over! I will send this to my legal team now. Once they sign it, I will send you a copy for your records. I will then introduce you to your Partner Success Team.

Please let me know if you have any questions during this process.

On Fri, Aug 23, 2019 at 8:48 AM Barten\_Jason <[Jbarten@vil.shorewood.il.us](mailto:Jbarten@vil.shorewood.il.us)> wrote:

Attached is the signed MOU from our agency. Please advise how we should proceed once processed.

Regards,

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Deputy Chief

Investigations / Administration

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**To:** Forster\_Nicholas <NForster@vil.shorewood.il.us>  
**Subject:** Ring MOU - Shorewood Police Department, IL

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## **Barten\_Jason**

---

**From:** Barten\_Jason  
**Sent:** Friday, August 23, 2019 12:28 PM  
**To:** Klima\_Aaron  
**Cc:** Prince\_Donna; Forster\_Nicholas  
**Subject:** FW: Shorewood Police Department (IL)

Once the signed copy is returned I will hand over to Donna for your file.

"Partner Success Team" ...sounds very touchy / feely.

**From:** Abraham Ho [mailto:[abraham.ho@ring.com](mailto:abraham.ho@ring.com)]  
**Sent:** Friday, August 23, 2019 11:59 AM  
**To:** Barten\_Jason <[Jbarten@vil.shorewood.il.us](mailto:Jbarten@vil.shorewood.il.us)>  
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--

Schedule time with me [HERE](#)

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[abraham.ho@ring.com](mailto:abraham.ho@ring.com)

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## Barten\_Jason

---

**From:** Barten\_Jason  
**Sent:** Saturday, August 24, 2019 11:25 AM  
**To:** Klima\_Aaron  
**Subject:** Re: RING MOU

Although some would probably say you are crazy, we'll just call it very busy.

*Sent from my Verizon Motorola Smartphone*

On Aug 24, 2019 10:24 AM, Klima\_Aaron <aklima@vil.shorewood.il.us> wrote:

Ok. Just didn't cross it off my list. Maybe I'm not crazy.

Sent from my iPhone

On Aug 24, 2019, at 8:57 AM, Barten\_Jason <[jbarten@vil.shorewood.il.us](mailto:jbarten@vil.shorewood.il.us)> wrote:

You actually signed and returned it. I sent it off the Ring for them to sign.

*Sent from my Verizon Motorola Smartphone*

On Aug 23, 2019 10:07 PM, Klima\_Aaron <[aklima@vil.shorewood.il.us](mailto:aklima@vil.shorewood.il.us)> wrote:

Ok. Forgive me. I have a note to read the MOU. If you sent it to me I moved it into a file and cannot find it or I deleted it.

My apologies. If you sent it to me to read or take action please resend and let me know what you needed again.

I am very sorry.

Respectfully,

<image001.png>



## Barten\_Jason

---

**From:** Barten\_Jason  
**Sent:** Tuesday, September 10, 2019 2:27 PM  
**To:** Barry Parker  
**Subject:** RE: Neighbors Portal Call

Desk 815 725 1460 Ext. 730

**From:** Barry Parker [mailto:barry.parker@ring.com]  
**Sent:** Tuesday, September 10, 2019 2:19 PM  
**To:** Barten\_Jason <Jbarten@vil.shorewood.il.us>  
**Subject:** Re: Neighbors Portal Call

Hey Chief,

What is the best number to reach you at?

Barry Parker

Partner Success Associate  
[barry.parker@ring.com](mailto:barry.parker@ring.com)

---



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Santa Monica, CA 90404  
[www.ring.com](http://www.ring.com)



[Download the Neighbors App.](#)  
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Questions about the Neighbors Portal? Visit the [Neighbors Portal Resource Center.](#)

On Mon, Sep 9, 2019 at 12:19 PM Barten\_Jason <[Jbarten@vil.shorewood.il.us](mailto:Jbarten@vil.shorewood.il.us)> wrote:

I will set a reminder at 2:30 CST (I believe that is 12:30 your time?), feel free to call me then.



Jason T. Barten

Deputy Chief

Investigations / Administration

**Shorewood Police Department**

**903 West Jefferson Street**

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Phone: (815) 725-1460 Ext. 730

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**From:** Barry Parker [mailto:[barry.parker@ring.com](mailto:barry.parker@ring.com)]

**Sent:** Monday, September 09, 2019 2:14 PM

**To:** Barten\_Jason <[jbarten@vil.shorewood.il.us](mailto:jbarten@vil.shorewood.il.us)>

**Subject:** Re: Neighbors Portal Call

Hi Deputy Chief,

I will be available anytime tomorrow after 12 PM PST. Does that work for you?

Thanks,

Barry

Barry Parker

Partner Success Associate  
[barry.parker@ring.com](mailto:barry.parker@ring.com)

---





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[Download the Neighbors App.](#)  
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Questions about the Neighbors Portal? Visit the [Neighbors Portal Resource Center](#).

On Fri, Sep 6, 2019 at 12:41 PM Barten\_Jason <[Jbarten@vil.shorewood.il.us](mailto:Jbarten@vil.shorewood.il.us)> wrote:

Good Afternoon,

I am back in the office today, but obviously I missed the suggested time to take a call to discuss this further. I will be in and out of the office for the next couple of hours if you are available. If not we can find a time the first of next week to get this accomplished.

Regards,

Jason T. Barten

Deputy Chief

Investigations / Administration

**Shorewood Police Department**



903 West Jefferson Street

Shorewood, Illinois 60404

Phone: (815) 725-1460 Ext. 730

Fax: (815) 553-2330

**From:** Barry Parker [mailto:[barry.parker@ring.com](mailto:barry.parker@ring.com)]

**Sent:** Thursday, September 05, 2019 1:13 PM

**To:** Barten\_Jason <[jbarten@vil.shorewood.il.us](mailto:jbarten@vil.shorewood.il.us)>

**Cc:** Forster\_Nicholas <[NForster@vil.shorewood.il.us](mailto:NForster@vil.shorewood.il.us)>

**Subject:** Neighbors Portal Call

Hi Deputy Chief Barten,

I hope you are having a great week so far.

I was on the phone with Sgt. Forster today and he let me know that he will be in training for 10 weeks starting Monday. Do you have time for a quick call tomorrow at 9:30 AM or 10:30 AM Pacific Standard Time to discuss the Neighbors Portal training process.

Thanks,

Barry

Barry Parker

Partner Success Associate  
[barry.parker@ring.com](mailto:barry.parker@ring.com)





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[www.ring.com](http://www.ring.com)



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## Barten\_Jason

---

**From:** Klima\_Aaron  
**Sent:** Tuesday, September 10, 2019 3:30 PM  
**To:** Barten\_Jason  
**Subject:** RE: In-App Announcement

Proceed



Aaron G. Klima  
Chief of Police  
Shorewood Police Department  
903 West Jefferson Street  
Shorewood, IL 60404

(815) 725-1460 Office  
(815) 730-8880 Office Fax  
(815) 791-6714 Mobile  
aklima@vil.shorewood.il.us

**From:** Barten\_Jason  
**Sent:** Tuesday, September 10, 2019 3:20 PM  
**To:** Klima\_Aaron <aklima@vil.shorewood.il.us>  
**Cc:** Forster\_Nicholas <NForster@vil.shorewood.il.us>  
**Subject:** FW: In-App Announcement

Boiler point language. Okay to proceed?

I am starting to understand why this takes so long to roll out.

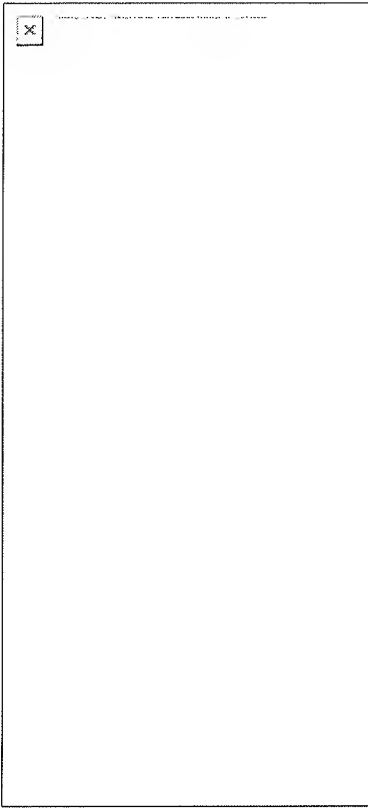
**From:** Barry Parker [<mailto:barry.parker@ring.com>]  
**Sent:** Tuesday, September 10, 2019 3:02 PM  
**To:** Barten\_Jason <[jbarten@vil.shorewood.il.us](mailto:jbarten@vil.shorewood.il.us)>  
**Subject:** In-App Announcement

Hi Deputy Chief Barten,

Before we proceed with activating Shorewood Police Department Neighbors Portal, Ring will need to schedule our standard in-app announcement. This message comes from Ring and will be viewable to all Leon Valley Neighbors app users.

The standard message template can be viewed here and is simply to inform our users and set the stage for your participation on the app. **Once approved, we can move forward with the training.**





## Public Announcements & Responding to Press/Media Inquiries

Once your in-app announcement goes live, I'll follow up with talking points and sample social media posts. Until then, please refrain from external-facing outreach or publicizing of the Neighbors App, Neighbors Portal and/or partnership.

Please be sure to connect with myself as well as Ring's PR team (via [Media@ring.com](mailto:Media@ring.com)) regarding any inbound media inquiries.

Please reach out with any questions!

Best,

Barry Parker

Partner Success Associate  
[barry.parker@ring.com](mailto:barry.parker@ring.com)

---



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## Barten\_Jason

---

**From:** Barten\_Jason  
**Sent:** Friday, September 20, 2019 10:41 AM  
**To:** Barry Parker  
**Subject:** RE: Accepted: Neighbors Portal Assessment Webinar @ Fri Sep 20, 2019 11am - 12pm (PDT) (barry.parker@ring.com)

We are good for today

**From:** Barry Parker [mailto:barry.parker@ring.com]  
**Sent:** Friday, September 20, 2019 10:40 AM  
**To:** Barten\_Jason <jbarten@vil.shorewood.il.us>  
**Subject:** Re: Accepted: Neighbors Portal Assessment Webinar @ Fri Sep 20, 2019 11am - 12pm (PDT) (barry.parker@ring.com)

Hey Deputy Chief,

I wanted to follow up and make sure you can make the webinar that we have scheduled for today?

If you have any questions please let me know.

303.416.0307

Best,  
Barry

Barry Parker  
Partner Success Associate  
[barry.parker@ring.com](mailto:barry.parker@ring.com)



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Questions about the Neighbors Portal? Visit the [Neighbors Portal Resource Center](#).

On Tue, Sep 10, 2019 at 1:20 PM <[jbarten@vil.shorewood.il.us](mailto:jbarten@vil.shorewood.il.us)> wrote:

**[jbarten@vil.shorewood.il.us](mailto:jbarten@vil.shorewood.il.us) has accepted this invitation.**

**Neighbors Portal Assessment Webinar**

When Fri Sep 20, 2019 11am – 12pm Pacific Time - Los Angeles

Joining info [meet.google.com/wrw-zeqy-hvs](https://meet.google.com/wrw-zeqy-hvs)

Or dial: +1 401-491-1276 PIN: 241979674#

Calendar [barry.parker@ring.com](mailto:barry.parker@ring.com)

Who

- [barry.parker@ring.com](mailto:barry.parker@ring.com) - organizer
- [jbarten@vil.shorewood.il.us](mailto:jbarten@vil.shorewood.il.us)
- [nforster@vil.shorewood.il.us](mailto:nforster@vil.shorewood.il.us)

Invitation from [Google Calendar](#)

You are receiving this email at the account [barry.parker@ring.com](mailto:barry.parker@ring.com) because you are subscribed for invitation replies on calendar [barry.parker@ring.com](mailto:barry.parker@ring.com).

To stop receiving these emails please log in to <https://www.google.com/calendar/> and change your notification settings for this calendar.

Forwarding this invitation could allow any recipient to send a response to the organizer and be added to the guest list, or invite others regardless of their own invitation status, or to modify your RSVP. [Learn More](#).



## Barten\_Jason

---

**From:** Barry Parker <barry.parker@ring.com>  
**Sent:** Friday, September 20, 2019 12:54 PM  
**To:** Barten\_Jason  
**Subject:** Re: In-App Announcement  
**Attachments:** Screen Shot 2019-09-13 at 12.08.43 PM.png

Hey Chief,

I will need the in-app announcement approved before I can give login access to the Shorewood Police Department. Do you approve the in-app announcement?

Let me know if you have any questions.

Thanks,  
Barry

Barry Parker

Partner Success Associate  
barry.parker@ring.com

---



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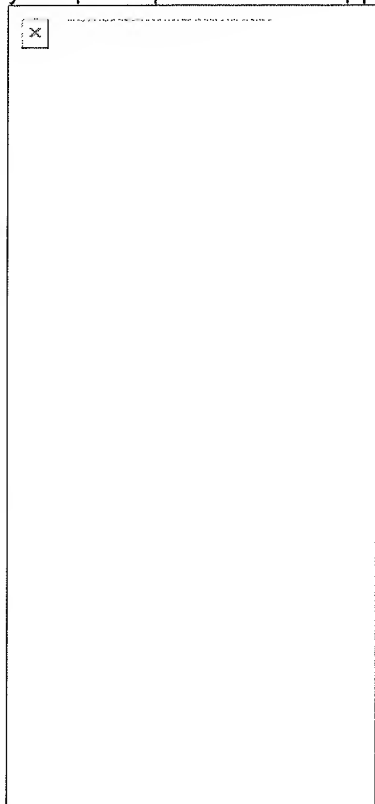
Questions about the Neighbors Portal? Visit the [Neighbors Portal Resource Center](#).

On Tue, Sep 10, 2019 at 1:01 PM Barry Parker <[barry.parker@ring.com](mailto:barry.parker@ring.com)> wrote:  
Hi Deputy Chief Barten,



Before we proceed with activating Shorewood Police Department Neighbors Portal, Ring will need to schedule our standard in-app announcement. This message comes from Ring and will be viewable to all Leon Valley Neighbors app users.

The standard message template can be viewed here and is simply to inform our users and set the stage for your participation on the app. **Once approved, we can move forward with the training.**



### **Public Announcements & Responding to Press/Media Inquiries**

Once your in-app announcement goes live, I'll follow up with talking points and sample social media posts. Until then, please refrain from external-facing outreach or publicizing of the Neighbors App, Neighbors Portal and/or partnership.

Please be sure to connect with myself as well as Ring's PR team (via [Media@ring.com](mailto:Media@ring.com)) regarding any inbound media inquiries.

Please reach out with any questions!

Best,

Barry Parker

Partner Success Associate  
[barry.parker@ring.com](mailto:barry.parker@ring.com)



# ring

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### Methods



## Barten\_Jason

---

**From:** Barten\_Jason  
**Sent:** Friday, September 20, 2019 1:04 PM  
**To:** Barry Parker  
**Subject:** RE: In-App Announcement

Looks good, please proceed.

Jason T. Barten  
Deputy Chief  
Investigations / Administration  
**Shorewood Police Department**  
**903 West Jefferson Street**  
**Shorewood, Illinois 60404**  
Phone: (815) 725-1460 Ext. 730  
Fax: (815) 553-2330

**From:** Barry Parker [mailto:barry.parker@ring.com]  
**Sent:** Friday, September 20, 2019 12:54 PM  
**To:** Barten\_Jason <jbarten@vil.shorewood.il.us>  
**Subject:** Re: In-App Announcement

Hey Chief,

I will need the in-app announcement approved before I can give login access to the Shorewood Police Department. Do you approve the in-app announcement?

Let me know if you have any questions.

Thanks,  
Barry

Barry Parker  
Partner Success Associate  
[barry.parker@ring.com](mailto:barry.parker@ring.com)

---

The Ring logo, consisting of the word "ring" in a lowercase, sans-serif font.



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On Tue, Sep 10, 2019 at 1:01 PM Barry Parker <[barry.parker@ring.com](mailto:barry.parker@ring.com)> wrote:

Hi Deputy Chief Barten,

Before we proceed with activating Shorewood Police Department Neighbors Portal, Ring will need to schedule our standard in-app announcement. This message comes from Ring and will be viewable to all Leon Valley Neighbors app users.

The standard message template can be viewed here and is simply to inform our users and set the stage for your participation on the app. **Once approved, we can move forward with the training.**



### Public Announcements & Responding to Press/Media Inquiries

Once your in-app announcement goes live, I'll follow up with talking points and sample social media posts. Until then, please refrain from external-facing outreach or publicizing of the Neighbors App, Neighbors Portal and/or partnership.



Please be sure to connect with myself as well as Ring's PR team (via [Media@ring.com](mailto:Media@ring.com)) regarding any inbound media inquiries.

Please reach out with any questions!

Best,

Barry Parker

Partner Success Associate  
[barry.parker@ring.com](mailto:barry.parker@ring.com)

---

ring

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## **Barten\_Jason**

---

**From:** Barten\_Jason  
**Sent:** Friday, September 20, 2019 1:44 PM  
**To:** Klima\_Aaron  
**Cc:** Allen\_Eric; Forster\_Nicholas  
**Subject:** RING

I sat through the final webinar today.

We will have our law enforcement portal open either this weekend or the first of next week. Of course with anything we do permissions need to be granted as to who can post, request video, view only, etc., which will require a brief discussion.



**Barten\_Jason**

---

**From:** Barten\_Jason  
**Sent:** Friday, September 20, 2019 1:50 PM  
**To:** Barry Parker  
**Subject:** RE: Neighbors Portal Activated + Neighbors Materials / Guidelines - Shorewood, IL

Once we are active here at the police department I will imagine law enforcement has a specific site they are to log into and that info will come out via email?

**From:** Barry Parker [mailto:barry.parker@ring.com]  
**Sent:** Friday, September 20, 2019 1:46 PM  
**To:** Barten\_Jason <Jbarten@vil.shorewood.il.us>  
**Cc:** NeighborsPR <NeighborsPR@ring.com>  
**Subject:** Neighbors Portal Activated + Neighbors Materials / Guidelines - Shorewood, IL

Hi Deputy Chief,

Reaching out to confirm that the in-app announcement has gone out and your Neighbors portal features are now fully active. Coordinators and Early Adopters should receive email invitations so they can log in and begin using Neighbors Portal.

**Ring's PR team is copied on this email ([neighborspr@ring.com](mailto:neighborspr@ring.com)) please be sure to connect with us if you receive any media inquiries.**

#### **Guidelines**

- **All public facing messaging and materials that mention Ring and/or the Neighbors App must be approved by both parties**
- **Media inquiries and public requests for information about Ring or the Neighbors App should be flagged with both parties by contacting Ring's PR team via [neighborspr@ring.com](mailto:neighborspr@ring.com)**

That's it for now! We'll be on standby for any questions and keep us posted on any plans for outreach.

All the best,

Barry Parker  
Partner Success Associate  
[barry.parker@ring.com](mailto:barry.parker@ring.com)





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## Barten\_Jason

---

**From:** Barten\_Jason  
**Sent:** Monday, September 23, 2019 10:10 AM  
**To:** Barry Parker  
**Subject:** RE: Neighbors Portal Post Onboarding

Good Morning,

I saw the announcement the police department is joining via the Ring app over the weekend, but I have yet to receive the "Join Neighbors Portal" email as of yet. I will keep you posted if we do not gain access in the next couple of days. I do recall you thought it might be early this week.

Regards,

Jason T. Barten  
Deputy Chief  
Investigations / Administration  
**Shorewood Police Department**  
**903 West Jefferson Street**  
**Shorewood, Illinois 60404**  
Phone: (815) 725-1460 Ext. 730  
Fax: (815) 553-2330

**From:** Barry Parker [mailto:barry.parker@ring.com]  
**Sent:** Friday, September 20, 2019 3:36 PM  
**To:** Barten\_Jason <jbarten@vil.shorewood.il.us>  
**Subject:** Neighbors Portal Post Onboarding

Hi Deputy Chief,

Thank you all so much for a great Neighbors Portal training session. Please reach out to me any time with questions or feedback regarding Neighbors Portal.

Below is a guide to get started in Neighbors Portal, which includes directions on creating your account, and key takeaways from our conversations.

### **Creating a Neighbors Portal Account**

*\*Please access the Neighbors Portal using Firefox or Chrome. Internet Explorer is not compatible.*

1. Check your inbox for an email from Ring Team
2. Click the **Join Neighbors Portal** button
3. Follow the prompts to create your account
4. Bookmark <https://nw.ring.com/> for quick, easy access to Neighbors Portal



## Key Takeaways

1. **Comment on posts from residents.** This is a great starting point for you to interact with your community. [Click here](#) to view a compiled list of sample comments that users have found helpful.
2. **Create posts to invite and share.** Neighbors is full of crime & safety minded residents, so use posts to invite them to your events or share important information. [Click here](#) to view a compiled list of sample posts to get you started.
3. **Join an Assigned Area.** Let us deliver the most important crime related posts directly to your inbox. Joining an Assigned Area is easy:
  1. Sign in → click on the blue profile icon in the upper right corner → **My Profile**
  2. Click **Select Assigned Area**
  3. Choose an **Assigned Area**
4. **Anyone Can Use Neighbors.** Neighbors is a free app that anyone can download and use. Remember: you don't need a Ring camera to participate.

Thank you,

Barry Parker

Partner Success Associate  
[barry.parker@ring.com](mailto:barry.parker@ring.com)

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## Barten\_Jason

---

**From:** Barten\_Jason  
**Sent:** Wednesday, September 25, 2019 3:08 PM  
**To:** Klima\_Aaron  
**Cc:** Allen\_Eric; Forster\_Nicholas  
**Subject:** RE: RING

You all should have your invites to the portal or they are pending on some server.

**From:** Klima\_Aaron  
**Sent:** Friday, September 20, 2019 10:15 PM  
**To:** Barten\_Jason <Jbarten@vil.shorewood.il.us>  
**Cc:** Allen\_Eric <eallen@vil.shorewood.il.us>; Forster\_Nicholas <NForster@vil.shorewood.il.us>  
**Subject:** RE: RING

Very good.

Everyone....ACLU scrutiny of this service is rising exponentially. Keep your eyes and ears open for any and all legitimate controversy or any court orders. I suspect we will hear more over time.

Respectfully,



Aaron G. Klima  
Chief of Police  
Shorewood Police Department  
903 West Jefferson Street  
Shorewood, IL 60404

(815) 725-1460 Office  
(815) 730-8880 Office Fax  
(815) 791-6714 Mobile  
aklima@vil.shorewood.il.us

**From:** Barten\_Jason <Jbarten@vil.shorewood.il.us>  
**Sent:** Friday, September 20, 2019 1:44 PM  
**To:** Klima\_Aaron <aklima@vil.shorewood.il.us>  
**Cc:** Allen\_Eric <eallen@vil.shorewood.il.us>; Forster\_Nicholas <NForster@vil.shorewood.il.us>  
**Subject:** RING

I sat through the final webinar today.

We will have our law enforcement portal open either this weekend or the first of next week. Of course with anything we do permissions need to be granted as to who can post, request video, view only, etc., which will require a brief discussion.



## Barten\_Jason

---

**From:** Barten\_Jason  
**Sent:** Wednesday, September 25, 2019 3:58 PM  
**To:** Police Department  
**Subject:** RING Neighbors App

**Importance:** High

Effective today the Shorewood Police Department has joined the RING Neighbors Community. Postings have gone out via our other social media pages and via the app. Here is exactly what went out should you receive any questions. If you are a RING customer you know some of this, but the most important items are highlighted if they come under question.

### Key Facts

- The Neighbors app is a free way for residents to receive real-time local crime and safety updates directly from their smartphones.
- Ring launched the Neighbors app in May of 2018 as part of their mission to support safer neighborhoods and more connected communities by creating a free tool for residents and local law enforcement to share real-time local crime and safety information **whether or not they own a Ring device.**

The Neighbors app network has millions of users across the nation and has already been instrumental in catching package thieves, stopping burglaries, and keeping neighborhoods safe.

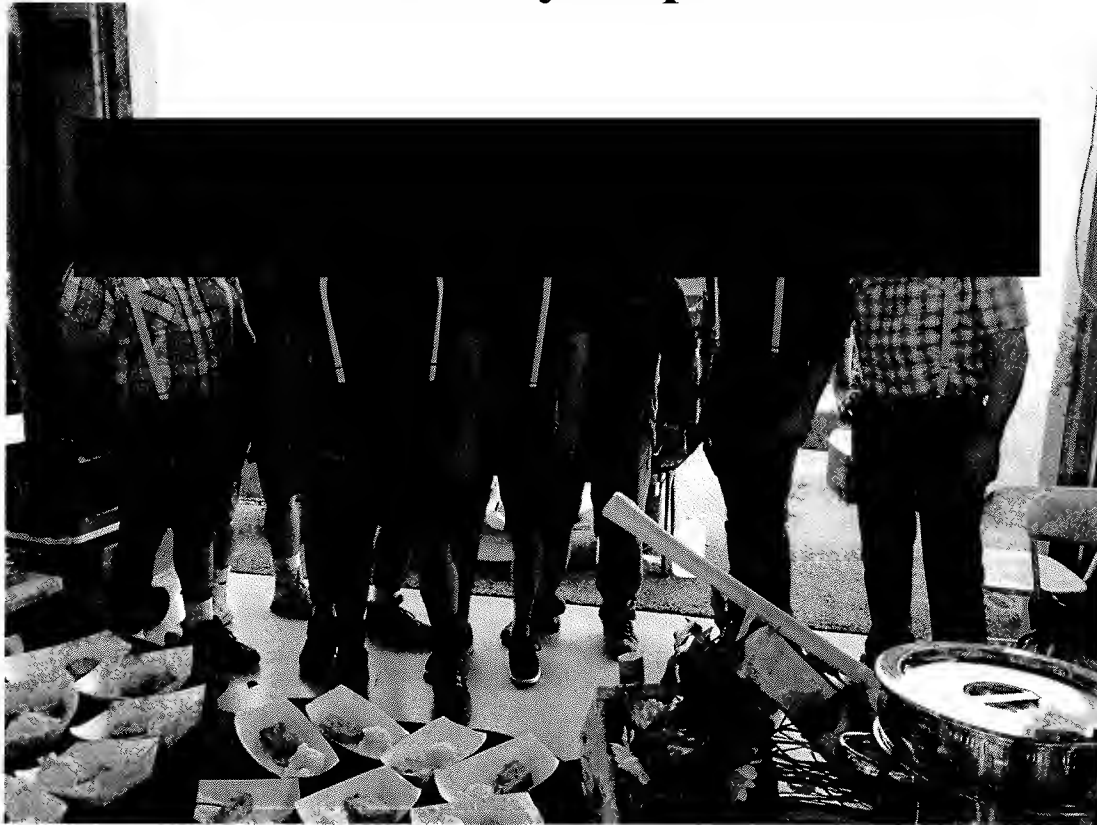
- **The Neighbors app is available for free on iOS, Android and FireOS devices. Residents can text 'JOINTODAY' to 555888 from their smartphone to receive a link to download the Neighbors app.**
- Once downloaded, residents can join their digital neighborhood and use the app to: view neighborhood activity; share crime and safety-related videos, photos and text-based posts; and receive regional safety alerts from their neighbors, local law enforcement and selected crime and safety news sources - all in real time.
- **Local law enforcement agencies can join the Neighbors app in their communities and use it to;**
  - Send real-time alerts to residents in a particular area.
  - Provide updates about local crime and safety incidents.
  - Submit requests for video footage and information relevant to local investigations.
- **Like other social media sharing platforms, law enforcement participation on the Neighbors app is not meant to replace 911.** If residents see a crime occur they are encouraged to immediately report the incident through official department channels.
- **Posts made by users other than law enforcement do not display the poster's identity.**
- **Joining the Neighbors app does not grant law enforcement access to cameras or user data.** Law enforcement can only view content residents have publicly posted to the Neighbors app or that they have decided to share with law enforcement in response to a specific request.



- Residents do not need to own a Ring device or any other home security system in order to download and use the Neighbors app. Anyone with a compatible smartphone or tablet can download the Neighbors app.



# Village of Shorewood Police Department Monthly Report



**September 2019**





## **Investigations Division**

(from Deputy Chief Jason Barten)



The Shorewood Police Department is in the process of partnering with Ring home video Neighborhood Portal. This will provide the police department another avenue to push out information to residents as well as request information directly to Ring camera accounts within the Village limits. As it stands right now when incidents occur, Detectives scour



the immediate area looking for video. This will expedite the request for information once the partnership is official.

